



USAID

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TraiNet/VCS Newsletter

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News

New Help Desk Software Deployed

The USAID TraiNet/VCS Help Desk started to use a new automated Help Desk ticket tracking system starting Thursday, November 2nd. The system itself requires little change on your part; however, we now ask that you please send all requests for assistance to one email address: jvisa@devis.com. Please do not email Chris, Patricia, Steve or Marina directly. They will still be working individually and collectively to respond directly to your needs, but the communication will take place through one email account, managed in the background by our new system. Respond to the email by not changing the "TO:" line.

You will also notice some other minor changes. The message subject line may now look different and the body of the text may include some additional tracking information. The possibility exists that we may need to make some minor adjustments - we already have - over the following weeks. Please bear with us during this transition. We assure you the benefits in the end will result in more efficient responses to your requests.

For questions related to policy there is no need to email jvisa@devis.com. Please continue to direct your inquiries to the following individuals:

- USAID Responsible Officer: James Nindel (jnindel@usaid.gov)
- ADS-252 Policy: James McDonald (jmcdonald@usaid.gov)
- VCS User Issues/System Access/DS-2019s: Edward Pramuk (epramuk@usaid.gov)

More Updates to TraiNet Web AGAIN!

Have you noticed how every newsletter this year has contained an announcement about an enhancement to TraiNet Web? When funding from USAID is available, enhancements to the software can be made. Devis is constantly assessing the recommendations made by our users and collected by our analysts, prioritizing those requests and then programming those changes into the system.

You may have noted in our last Newsletter (see our Newsletter archive at <http://trainet.usaid.org/Newsletters>) that Devis made ten trips to USAID missions around the world in 2006. Much of the user feedback and recommendations for upgrades to the software are collected during these trips. If you have not seen your requests integrated into the software, it's not because it is seen as unimportant. We currently have over twenty requests for updates in our change management queue. Requests are prioritized based on the following criteria:

- If a bug is reported and confirmed, it is fixed immediately.
- New features are added that respond to the shifting demands and institutional changes of the agency.
- Changes that benefit the broadest sector of the TraiNet community.

Hints & Tips

VCS Verifier and Approver Account Creation and Modification:

What is the process for requesting, creating, or modifying user accounts in the Visa Compliance System? Keep these things in mind:

Approvers

New Accounts

- Email Mr. James Nindel at jnindel@usaid.gov.

Changing an Account

- Email Mr. Edward Pramuk at epramuk@usaid.gov.

Removing an Account

- Email Mr. Edward Pramuk at epramuk@usaid.gov.

Verifiers

New Accounts

- Email the TraiNet/VCS Help Desk at jvisa@devis.com. We will work with you to request the necessary personal information and provide you with documentation and instruction. Once completed, we will notify you that we will be forwarding a request to Mr. Edward Pramuk so your account can be created. At this point, please direct all account inquiries to Mr. Edward Pramuk.

Changing an Account

- Email the TraiNet/VCS Help Desk at jvisa@devis.com. We will update our records and forward your request for account modification to Mr. Edward Pramuk. At this point, please direct all account inquiries to Mr. Pramuk.

Removing an Account

- Email the TraiNet/VCS Help Desk at

- Changes and additions that are directly funded by missions.

With this list in mind, some suggestions may not get implemented. But please continue to give us your feedback. Keep in mind bullet point #3. The more feedback we receive on a particular enhancement request or addition, the greater priority it will receive when funding for future updates becomes available.

Version 1.17 updates (released October 26, 2006)

Added Visa Category Help: There is now a popup next to the Visa Category drop down list with help explaining the various visa categories.

In-Country Wizard Participant Status Change: When a program is entered the user can now select the appropriate status. This is to help prevent program and participant statuses from being inconsistent.

Subject Field Codes: Added new Subject Field Codes to match the SEVIS Subject Field Codes.

Version 1.18 updates (under testing - est. release date, Dec 2006)

Regional Sites: In the past training venues were classified as either in-country, third-country, or U.S. There is now the concept of a Regional venue. Regional Missions and their partners (e.g. regional sites) will be able to more easily report training conducted throughout the region for participants from countries that make up the region.

Regional Users: Sites and users will be designated as Regional. A Regional user will have access to the regional tab on the program list screen. Users will be able to create, edit and delete Regional Training Programs.

Regional Programs: Regional programs will capture all the same program level information as Third Country programs. Participants enrolled in a Regional program will capture all the same required Participant information as Third Country Participants.

Several additional fields will be available to regional participants:

- Does this participant have HAC? (required)
- Insurance ID (required)
- Employment Sector {Public, Private, Non-Profit} (required)
- Employer (required)
- Passport number

Regional Reports: Two new reports were created to capture the answer to 'We trained X people from Y country and spent Z'. These reports can be used by for non-regional training as well.

Exchange Visitor Compliance and TraiNet Workshops

On December 11th USAID will be sponsoring the last of its 2006 one-day workshops in Washington DC on J visa compliance, using TraiNet Web and the VCS. The workshop will be held in the Ronald Reagan Building. It is offered at no cost to USAID and partner staff. **Space is still available.** Contact Chris Kagy at ckagy@devis.com to register.

jvisa@devis.com. We will update our records and forward your request for account removal to Mr. Edward Pramuk.

- Password Reset REMINDERS -

VCS Password Resets:

In our last issue of the TraiNet/VCS Newsletter we wrote a hint and tip about whom to contact if you are a Verifier or Approver and need your VCS password reset. The USAID TraiNet/VCS Help Desk is not responsible for the resetting of VCS passwords. If you email jvisa@devis.com, we will simply forward your request to Mr. Edward Pramuk. In order to save you time, please contact Edward Pramuk directly at epramuk@usaid.gov. The Help Desk cannot be responsible for any delays associated with VCS password change requests.

TraiNet Web Password Resets:

TraiNet Web users, if you forget your password you can go directly to the TraiNet web site and reset your password yourself. There is no need to email the Help Desk. Go to <http://trainetweb.usaid.org> and click the login link. Notice, on the left of the screen, the link that says **I Forgot My Password**; click this link and enter your user ID when requested. TraiNet will email you a new temporary password. Once you receive it you will be required to change it upon logging in for the first time. Go to <http://trainet.usaid.org/TNWebFAQ/> and follow the instructions for the first FAQ to change your password.

Receiving This Newsletter

If someone in your organization is associated with TraiNet or the VCS and is not receiving this newsletter, please notify the TraiNet/VCS Help Desk so we can add your staff to our mailing list. Likewise, if you would like to be removed from this list, please let us know.

TraiNet/VCS Help Desk

jvisa@devis.com * phone 703.527.4340 * <http://trainet.usaid.org>

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